

Money and Pension Service – Helping you to help your clients

Kent Housing Group

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South East Regional Partnerships Manager



Money &
Pensions
Service

Agenda for today



- **Credentials – who we are and what we do**
- **Financial wellbeing – what does this mean?**
- **Cost of living campaign**
- **Money Adviser Network**
- **Money Guiders Programme**
- **New Money and Mental Health Guide**

Who we are



Department
for Work &
Pensions

An executive non-departmental public body sponsored by the Department for Work and Pensions (DWP) with whom we also work on pensions policy.



HM Treasury

We work with HM Treasury on policy matters relating to financial capability and debt advice.



Financial Guidance
and Claims Act

Formed by the Financial Guidance and Claims Act 2018 that established a new single financial guidance body.



Majority of our funding comes from the Financial Conduct Authority (FCA) from the levies they collect.

We have five core functions

Money guidance

We provide information designed to enhance people's **understanding and knowledge of financial matters** and **day-to-day money management skills**. We deliver free, impartial money guidance to millions of people through our website, our contact centre, WhatsApp and our webchat.

Pensions guidance

We provide information to people about **workplace and personal pensions**. We deliver free, impartial pensions guidance through our website, technical contact centre through our pension experts and through individual appointments.

Debt advice

We provide people in England with **information and advice on debt** and are the largest single funder of free debt advice in England.

Consumer protection

We work with government and the Financial Conduct Authority (FCA) to **protect consumers against financial scams**, ensuring our customers can identify and protect themselves and their finances.

Strategy

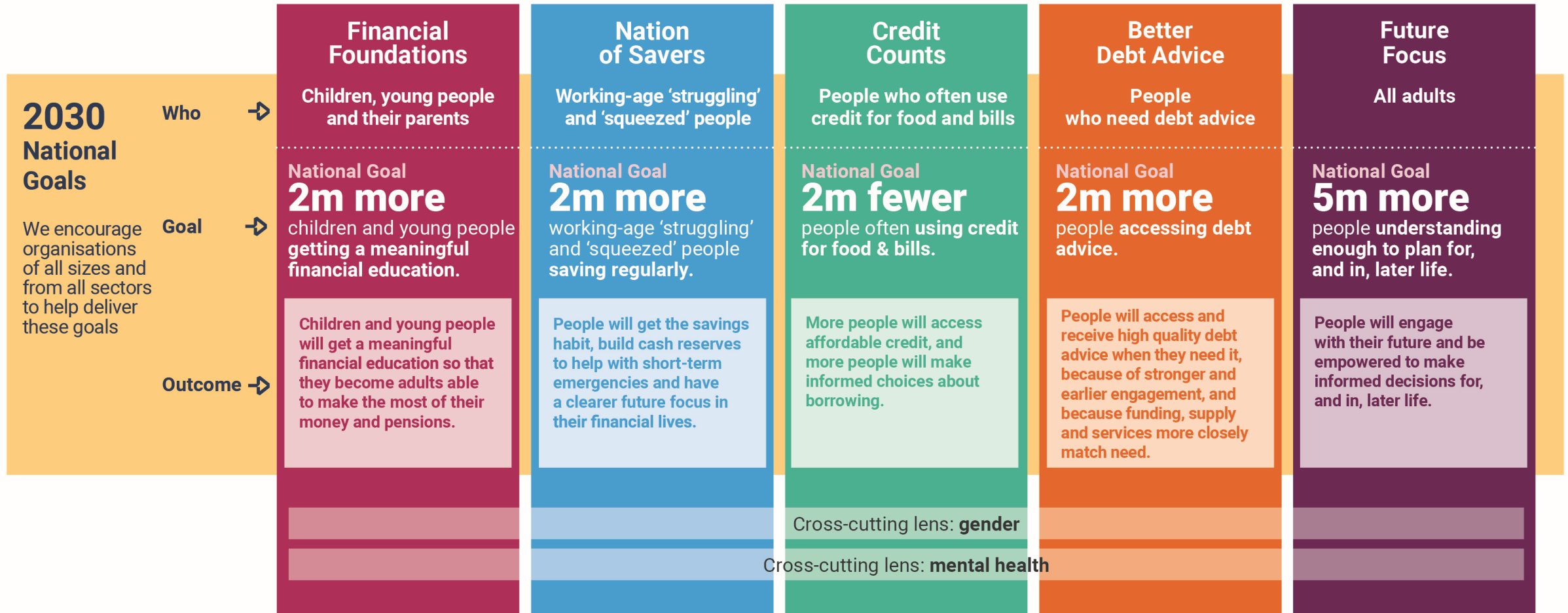
We will **focus the efforts** of the UK Strategy for Financial Wellbeing through close collaboration with industry and stakeholders to build a financial wellbeing movement in the UK – to collectively improve financial wellbeing in the UK.

Source: Financial Guidance and Claims Act 2018 – 3.1 Functions

UK Strategy for Financial Wellbeing



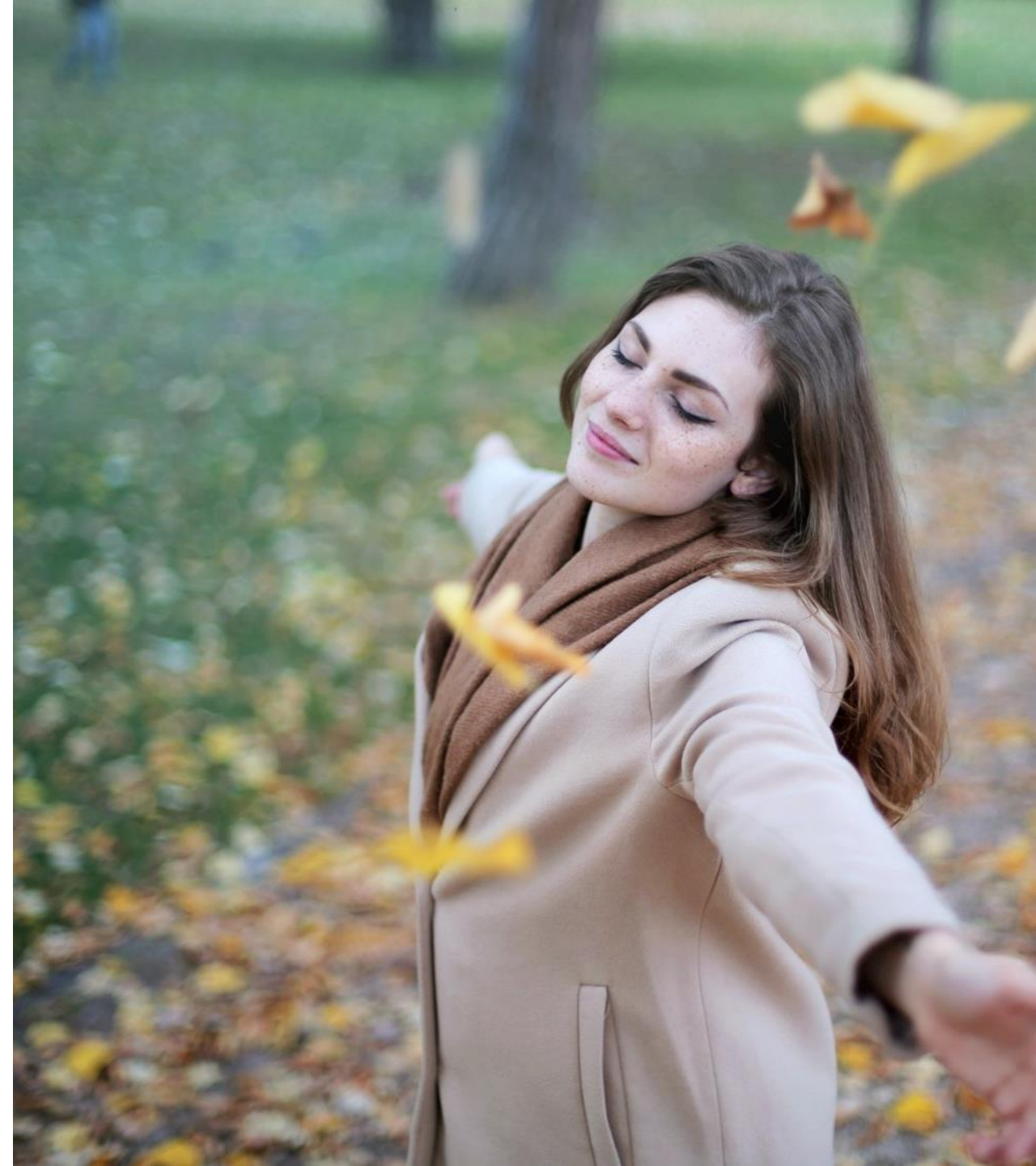
2030 goals



Financial Wellbeing

..... is about feeling secure and in control. It is knowing that you can pay the bills today, can deal with the unexpected, and are on track for a healthy financial future.

In short, confident and empowered





Of the UK population today:

22%

have less than
£100 in savings
to fall back on

17%

often borrow to buy
food or pay for bills

52%

do not have a plan
for their finances
in retirement

Cost of Living help, your questions answered



Share Money Helper's cost of living campaign | The Money and Pensions Service (maps.org.uk)

The first step to solving money problems, is knowing where to turn.

Get free impartial guidance and tools.

Find a way forward
moneyhelper.org.uk
0800 448 0791

UK Government

Help for Homeowners

Money Helper



Help if you're struggling with bills and payments

Understand which bills and payments to deal with first and how to avoid missing payments.



If you're worried about rising mortgage rates

Weigh up your options, whether you're a first-time buyer or looking to remortgage.



Stopping or reducing your pension contributions

Before you do anything, understand what it means for your long-term plans.



Living on a squeezed income

Find ways to tackle the rising cost of living, as well as the extra support you can claim.



Talk to your creditor

Don't let your money worries pile up – your creditor can step in to help.



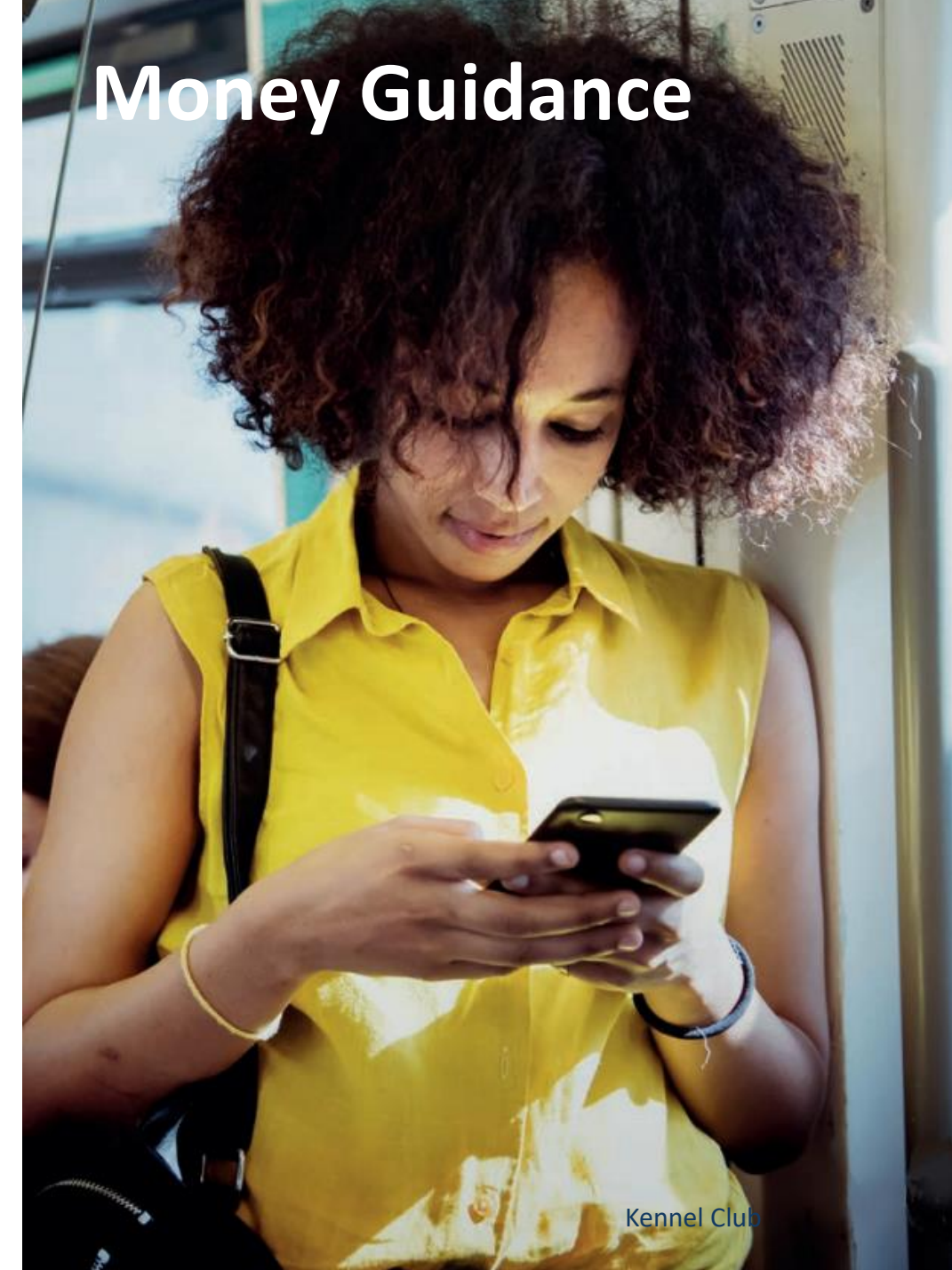
Using credit wisely

Putting everyday items on credit or struggling with repayments? Follow our action plan.

Money ↳ Helper

MoneyHelper – free, impartial, unbiased support, Information and guidance.

Money Guidance



Kennel Club

Talk to us live for money guidance using the telephone

 [0800 138 7777*](tel:08001387777)

Welsh: [0800 138 0555*](tel:08001380555)

Typetalk: [180010800 915 4622*](tel:1800108009154622)

From overseas: [+44 20 3553 2279](tel:+442035532279)

Hours

Mon – Fri: **8.00am – 6.00pm**

Sat, Sun and bank holidays: **Closed**

* Calls are free. We're committed to providing you with a quality service, so calls may be recorded or monitored for training purposes and to help us develop our services.

Talk to us live for money guidance using WhatsApp

 [+44 77 0134 2744](tel:+447701342744)

Download app: [WhatsApp](#)

For help sorting out your debts, credit questions or pensions guidance. For everything else please contact us via Webchat or Telephone.



Talk to us live for money guidance using web chat

 [Start web chat](#)

Hours

Mon – Fri: **8.00am – 6.00pm**

Sat: **8.00am – 3.00pm**

Sun and bank holidays: **Closed**

Need for Debt Advice

More social housing tenants & home owners with a mortgage

% of people who need debt advice

Social Housing Tenants

24% 31% 28%

Home owners with mortgage

30% 33% 34%

2020 2021 2022



What is the Money Adviser Network?

The Money Adviser Network (MAN) is a free, government sponsored partnership opportunity for creditors in the public and private sector. It is a technology focused platform which simplifies how creditors and other referral organisations refer customers in financial difficulty to free regulated debt advice.

- The MAN is available to residents of England (Government sponsored debt advice is a devolved matter).
- It aims to complement existing arrangements, and provide an opportunity to prioritise F2F for those who need it most.



A National Virtual Contact Centre for Debt Advice

- A single point of referral for creditor and other partners to a panel of debt advisers
- Realtime capacity optimisation routing referrals to next available adviser reducing wait times
- Shared infrastructure for the debt advice sector



Referral organisation Feedback Reports

- Notifications of individual/service user's engagement and progression through the debt advice process
- Creditors make informed decisions around engagement and collections activities post referral
- Increased transparency around customer journey following referral to debt advice

Examples of organisations live with MAN



>200 Referring Partners

VCC Debt Advice Agencies



south east water



Part of the Department for Work and Pensions



Money and Pensions Service



Money Wellness

Live more. Stress less.

Money Guiders Programme

Money Guiders provides free professional development to organisations or practitioners who ever give any type of money guidance to customers in need.

UK Money Guiders Network

**Money
Guiders**

Take your help further

**Tywyswyr Money
Arian Guiders**



Programme features

Money Guiders at a glance

Our Money Guiders programme is free to use by any organisation, team or practitioner giving money guidance, rather than regulated financial or debt advice.



Framework and standards



Competency Framework

Setting out the skills, qualities and knowledge needed to give impartial money guidance in the non-regulated space.

Professional recognition

Giving you the option to be assessed to gain City & Guilds credentials (digital badges).



Learning opportunities through:



Practitioner training

E-learning modules based on the Framework, complementing any existing training and protecting practitioner wellbeing.

10 hours of learning available
with more modules on their way

Network community

Supportive networks in each of the UK's four nations, turning knowledge into frontline practice.

Over 100 events per year UK-wide
+ Free resources to support you in delivering money guidance



Ongoing support



Management resources

Covering onboarding and inductions, along with dedicated resources and a digital dashboard to oversee team progress.

Regular communications

Keeping you up to date on programme developments.

Always improving

Listening and learning from programme partners to keep on enhancing Money Guiders for you.

Money Guidance Foundation Course

- Six Foundation modules
- Total of approximately 2.5 hours of self-guided learning content
- Supports the Foundation attributes of the Money Guidance Competency Framework
- Optional online assessment

Competency Framework – Foundation attributes

Money guidance practitioners need all the foundation attributes.

Foundation – Skills and behaviours

These are the behaviours and personal characteristics that practitioners need.

- A. Personal qualities and attributes
- B. Transferable skills
- C. Self-management

Foundation – Knowledge and compliance

These are the underpinning knowledge of the boundaries of the role and the regulations that apply.

- D. The boundaries of the service and
- E. Signposting customers
- F. Compliance and safeguarding

Related E-learning modules and assessment

- **Module 1** Introduction
- **Module 2** What is money Guidance
- **Module 3** My Role in Money Guidance
- **Module 4** Who is Money Guidance for?
- **Module 5** Signposting and Sources of Information
- **Module 6** Continuing My Money Guidance Journey
- **Optional online assessment**

Mental Health and Money Guide

Living with a mental health problem can make it more difficult to interact with and manage money, including payments to financial services providers, public sector creditors and utility providers. With 1 in 4 of us experiencing a mental health problem each year¹, this equates to 25% of your customers potentially struggling with their mental health.



Mental Health and Money

Guidance for supporting customers



Next Steps.....

**Contact me to sign up your
organisation or get our cost of
living participation pack**

Claudine Bell

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Thank you for listening, any questions?